

Date: November 13, 2008

Alert Number: 0015 — Revised November 25, 2008

To: All Providers

Re: “Returned — Provider Review” Status for Prior Authorizations Returned to Providers

On November 10, 2008, ForwardHealth interChange generated a Returned Provider Review letter for each prior authorization (PA) request that has been returned to the provider for more information since August 12, 2008. The Returned Provider Review letter may indicate one or both of the following:

- Any clerical corrections needed to the PA request, such as a member name/member identification number mismatch.
- Additional clinical information is needed. Providers should refer to the original PA request that we returned for the clinical information that was requested by ForwardHealth.

Providers should indicate the corrected information or additional clinical information requested on the Returned Provider Review letter or attach the additional clinical information to the Returned Provider Review letter and return it to ForwardHealth. Providers should also include the following:

- The original Prior Authorization Request Form (PA/RF), F-11018 (10/08); Prior Authorization Dental Request Form (PA/DRF), F-11035 (10/08); or Prior Authorization Request for Hearing Instrument and Audiological Services (PA/HIAS1), F-11020 (10/08), that ForwardHealth returned.
- The original PA attachment(s) that ForwardHealth returned.
- Any supporting documentation that was included with the original PA request.
- Any additional supporting documentation that was requested by ForwardHealth.

The returned provider review letter will also indicate the converted PA number (from seven digits to 10 digits) assigned to the request.

If the provider’s response is received within 30 calendar days of the date on the Returned Provider Review letter, ForwardHealth will still consider the original receipt date on the PA request when authorizing a grant date for the PA.

Please call Provider Services at (800) 947-9627 if you have any questions.

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